**Juneau Jazz & Classics Volunteer Job Descriptions**

Thank you for considering a volunteer position with us. Our volunteer (wo)manpower is vital to our success as an organization. Below you will find a general breakdown of each job. Look over them, decide which ones best suit your abilities and go to the link provided by the Volunteer Coordinator to nab your job before someone else does.

A few things for everyone to note: It is important that you attend the volunteer training meeting before the festival. This is when you’ll get a more defined breakdown of your duties, as jobs can evolve and shift depending on the particulars of the show and venue. If you cannot attend this meeting, please contact the Volunteer Coordinator to schedule a time to learn your job.

Stay in touch with your volunteer coordinator. Things can change quickly. We will get you the information you need as soon as we can so you can be successful and enjoy your time at the show.

We are always looking to improve. If you have ideas for how to make your job easier and smoother, let us know. We’re in this together and I appreciate new ideas and suggestions.

\*\*Other jobs not described below but are often posted are:

* Storage Unit organization/clean-up- Meet prior to and after the festival to pick up and return all festival gear.
* Programs/Ushers-Hand out programs and usher people to seats
* Security-Monitor doors so people don’t sneak in. For concerts with a bar, monitor for unruly behavior.

**House Manager**

**\*\*Arrive 1 hr before doors open\*\***

**Volunteers**:

Have your crew check in and make sure they know what they are doing. Be familiar with each job description. Be ready to help in any spot should something happen. The Operations Manager will provide you with a list of names and contacts.

You will be responsible for Ticket Sellers, Raffle Ticket Sellers, Ushers, Concessions Sellers and Beer Sellers. You will check all these individuals into their positions, and set them up with the supplies they need to do their jobs – cash tills, reconciliation forms, envelopes, pens, credit card machines, etc.

Your job begins prior to Sound Check and ends when all areas have been packed up and loaded out.

**House**: Know where the lights are and how to use them. Find out how to control the heat, open windows etc. if necessary.

**Restrooms:** Check the rest rooms to be sure there is toilet paper and lights are on.

**Safety:** Review the emergency exits for the venue, know where phones are, and be ready to assist in case of emergency.

**General Event Management:**

* Check how many tickets are available. If we are close to selling out, read the policy on Sold Out concerts and work with the ticket sellers to keep the list of people wanting tickets in order.
* Form lines for Student Rush tickets, and Presto Pass card holders. You’ll set up the Presto Pass sign and allow Presto Pass card holders to form a line at the sign. You will determine when to release Student Rush tickets and let the ticket sellers know. Be sure to have the ticket sellers mark the stubs of all Student Rush tickets sold so they can reconcile their tills at the end of the evening.
* Opening the House – Do not open the house until you have checked in with the Sound Engineer, the Lighting Technician and the Stage Manager to ensure they are ready. Also, be sure to have all volunteers in place when you open the doors. Usually, doors open 30 minutes prior to show time. We do allow people who need extra time to go in early to be seated.
* If any guests have special needs, we will let you know, and you or the Reserved Seating ushers (if there are any) will be responsible for reserving those seats or making certain those guests are comfortable.
* You will collect the survey cards during the intermission and after the show. Put them in the concert envelope and give the box and envelope to whoever is in charge.
* Help the ticket sellers, raffle sellers and concessions people fill out their paperwork and turn all the receipts in at the end. All tills need to be counted by two individuals. All reconciliation forms need to be signed by two individuals. All reconciliation envelopes go to the festival bookkeeper Rachel Disney.
* All volunteers should be available at the end of the evening for load out and clean up. Programs need to be collected from seats and packed up, concessions need to be packed up and general office supplies need to be returned to their bins. If all chip in – we all get out earlier in the evening!

**Reserved Seats**: Donors over $1,000 have the option to request reserved seats and parking. Be sure to check with the Executive Director to determine if there are any seats and parking to be reserved.

**Clean Up Crew**

**\*\*Arrive by the end of the show or you may attend the show if you’d like\*\***

Your job is to help return the venue back to its condition before the concert. It is expected that Clean Up Crew will stay to help until all duties are finished. Please check-in with the House Manager before leaving the venue. You are welcome to attend the show, but if you will not attend the concert, please confirm when the end of the show is expected to be and arrive by the end of the show.

Clean Up Crew duties include:

* Stacking all chairs in the appropriate number and manner and moving stacks to their proper storage.
* Folding up and moving tables to their proper storage.
* Moving sound & lighting equipment off the stage and to storage – under the direct supervision of the sound engineer or House Manager.
* Trash & Recycling - Clean up any trash on the floor. Bag up all garbage bags and replace garbage cans with fresh garbage bags.
* Make sure bathroom trash cans are emptied and replaced with fresh garbage bags.
* Sweep and/or vacuum floors after chairs and tables are put away.
* Clean main doors and parking lot of discarded programs and trash.
* Clean green rooms and backstage hospitality rooms – trash, food, etc.
* Be flexible to adapt to any other clean up duties as they arise.

**Hospitality Assistant**

\*\*Arrive 1 hr. before showtime\*\*

You are responsible for helping the Hospitality Manager with the food and beverages that we provide for our artists backstage, and for making the backstage area as comfortable and attractive as possible for them.

Some artists have specific requirements: Please review that list (called the "contract rider") provided by the Hospitality Manager and set up the backstage area to meet those needs.

*When there is a separate Green Room we like to display flowers.*

• The Hospitality Manager will be your contact for timing, questions, concerns.

• Assist the manager in transporting and hauling supplies, setting up food, drinks, flowers, linens, trash cans.

•. Replenish platters as needed, be alert to artist's needs or concerns, keep the backstage area tidy.

• Generally, artists ask that no one is allowed backstage other than our crew.

•. After the concert is over, stay with the refreshments, replenishing as needed. We will start breaking down food and beverages 30 min after the show.

• Repack the reusable food, cleanup the area and help straighten the dressing rooms.

* Be sure to give the artists space – do not camp out in the hospitality room. Give themselves a chance to talk amongst each other in privacy.

**Set-up/Breakdown/Stage Crew**

**\*\*You’ll receive arrival times closer to the date\*\***

**\*\*Breakdown crew is welcome to attend the show, but should arrive by end of show\*\***

* Set up times will vary by concert and location. Sometimes we set up equipment the day before. Sometimes we do it the morning/afternoon before showtime.
* Check-in and assist the lighting and sound technician as needed. Duties will require hauling, lifting, and positioning equipment.
* You are responsible for setting up/breaking down the chairs and music stands (as needed) between performers during the concert.
* You will be given a stage plot prior to the event.
* Check to see which chairs and stands/mikes/etc. will go where and arrange them off stage conveniently so you can make the changes quickly.
* Breakdown crew will clean up the stage and concert area and pack and haul equipment. The Sound and Lighting Crew will direct.
* **STAGE CREW** will check in with Lighting and Sound. You are responsible for adjusting/moving chairs or music stands between sets. You may be asked to bring the musicians towels or water while they’re on stage.

**Ticket Seller**

**\*\*Arrive 30 minutes before doors open\*\***

Check in with the House Manager and Volunteer Coordinator.

Your job is to sell tickets at the door, account for the money and to organize the waiting list in the event of a sellout.

You will be given a tablet with our POS system, a cash box with change in it, a calculator, pens, a reconciliation form for balancing the till, and an envelope to put the money and reconciliation form into.

Most people purchase tickets ahead of time these days. If there is a long line of people waiting to be checked-in by the “ticket taker” and no one is purchasing tickets, you can help check names and move those people through.

Things to know:

**•** Know the price for the tickets! Some concerts have different pricing, but this is our typical price breakdown.

 **$42 - General Admission**

 **$38 - Senior**

 **$15 – Student**

**•** **Seniors are 65 years and older. Students are K-full-time college. Anyone college age should be asked to present a college ID.**

**•** **WILL CALL is a list of names who have already paid for tickets.**

1) Count the till and note the amount on the reconciliation form. (Should be $200)

2) Count the available tickets in each category, and mark that on the reconciliation form.

3) One of you should stay outside for 20-25 minutes after the concert begins, for late comers. (If we are sold out, just put a sign on the table and go enjoy the show!)

4) After sales are over, rectify the till: Count the tickets sold @ each price and figure how much $ should be in the till.

5) Remove the $200 cash for the till and put it in the cash box.

6) Count the remaining cash and checks. Subtract how much we have from what we should have, note it on the form. Both Ticket Sellers need to sign the reconciliation form. If you are working alone, ask the House Manager to also count the cash, credit cards and checks and verify your counts.

7) Put the form and all the money in the envelope and give it to the festival bookkeeper.

**Ticket Taker**

\*\*Arrive 30 Minutes before doors open\*\*

Check in with the House Manager/Volunteer Coordinator

* You will be given an ipad to scan tickets and a list of names of people who have already purchased tickets. Your job is to scan tix/check names with people coming.
* If someone is there to purchase a ticket at the door, send them to the ticket seller.
* Stand on one side of the doors. The House Manager will open the doors, usually 30 minutes prior to concert time. Do NOT check tickets before doors open.
* Presto Pass cardholders will form a special line next to a sign that says “Presto Pass.” All Presto Pass cardholders will enter first.
* Director’s Circle patrons are those who have donated $1000 or more in the previous year. They get special front row seating. You will give them a “Director’s Circle” Pass so they can present it to the ushers for seating.

Be alert for:

* If you are working at an event where alcohol is sold, you will be asked to familiarize yourself with the Juneau Jazz & Classics alcohol policy. Please alert the House Manager of any patrons, or non-patrons, that appear intoxicated.
* Keep an eye on the Ticket Sellers and Concessions Sellers. If they get swamped, one of the ticket takers can step in and help. Just close one half of the door, so everyone enters by going past a Ticket Taker.
* Prior to the concert, you can help the House Manager by checking the condition of the concert hall, making sure it is tidy, if we need to open or close windows, etc.
* At the end of the concert, help pack up the ticket seller supplies, clean up trash. You can also help the concession folks do their final counts and pack up and load out.

**Merchandise**

**\*\*Arrive 45 min before doors open\*\***

Check-in with the House Manager/Volunteer Coordinator. You will be given a tote of supplies including a tablet with our POS system, money bag with change, reconciliation forms, and various products to sell like cd’s, t-shirts, books, etc.

* Count the money at the beginning of your shift (should be $200) and write it on the sheet.
* Take inventory of everything
* Set up merchandise in an aesthetically pleasing way.
* Sell merchandise through our POS system or using cash.
* At the end of the night, list the products and quantity sold, count your cash and checks and make sure everything adds up. If numbers are off, make a note on the form. Put all money and the reconciliation form in the envelope provided and give to the Festival Bookkeeper.
* Pack up remaining merchandise and supplies, clean up trash in your area, and return supplies to the House Manager or Volunteer Coordinator.

**Raffle Master & Raffle Seller**

\*\*Arrive 15 minutes before doors open\*\*

Check in with and receive supplies from the Raffle Master. You should receive an apron, pens, stacks of raffle tickets and money for making change.

Raffle tickets come in a book of 6. Your job is to walk around the venue, approach audience members before the show and at intermission, and ask them if they want to buy a raffle. Familiarize yourself with the prizes listed on the ticket.

$20 - Individual tickets; $100 – Book (6 tix)

Fill out the stub with all the necessary information. It is vital that we get their full name and 2 points of contact (email and phone or phone and address for example). Please write legibly. If we can’t read the name, the winner can’t claim their prize. It can get busy, so if someone purchases a book, you can fill out the top ticket stub, keep them stapled!!, then fill in the rest with the same info when you have some down time.

If someone wants to purchase tickets with a credit card you will process it on a tablet with our POS system. Tablets will be in various locations (merchandise, bar, ticket table). Choose the one that is available at the time.

Rip off the stub. You keep the stub with the buyer’s info. The buyer keeps the ticket with the ticket number and prize descriptions.

At the end of the night, reconcile the amount of cash you have received with the number of tickets sold. Return money, tickets, and all supplies to the raffle master and tell him/her/they your reconciled numbers. (S)he will double check the numbers and write them on the reconciliation sheet.

***If you are the Raffle Master you will check in with the House Manager/Volunteer Coordinator. your job includes everything above PLUS***

* Managing individual ticket sellers
* Distributing and collecting all supplies and raffle tickets
* Double checking each seller’s reconciliation info and completing the reconciliation form.

**Servers**

\*\*Arrive 45 minutes before showtime\*\*

Must possess a current TAP card.

Check in and receive any necessary supplies from the Bar Master.

Familiarize yourself with inventory and pricing.

Check IDs and keep an eye out for underage drinkers.

Sell and pour drinks

Monitor for drunken and unruly behavior. If you identify problematic activity, alert the Bar Master and House Manager immediately.